

## Steps for Retrieve NCID Username

**Step 1.** Go to the NCID website: <https://ncid.nc.gov>

**Step 2.** Click “forgot your User ID?”



## North Carolina Identity Management (NCID)

NCID is the standard identity management and access service provided to state, local, business, and individual users. NCID provides a high degree of security and access control to real-time resources.

User ID:  [forgot your User ID?](#)

Password:  [forgot your Password/unlock Account?](#)

[Need Help?](#)

REMINDER: Bookmarking this page can lead to error messages or denied access to your application or service

To register for a new NCID account click here: [Register!](#)

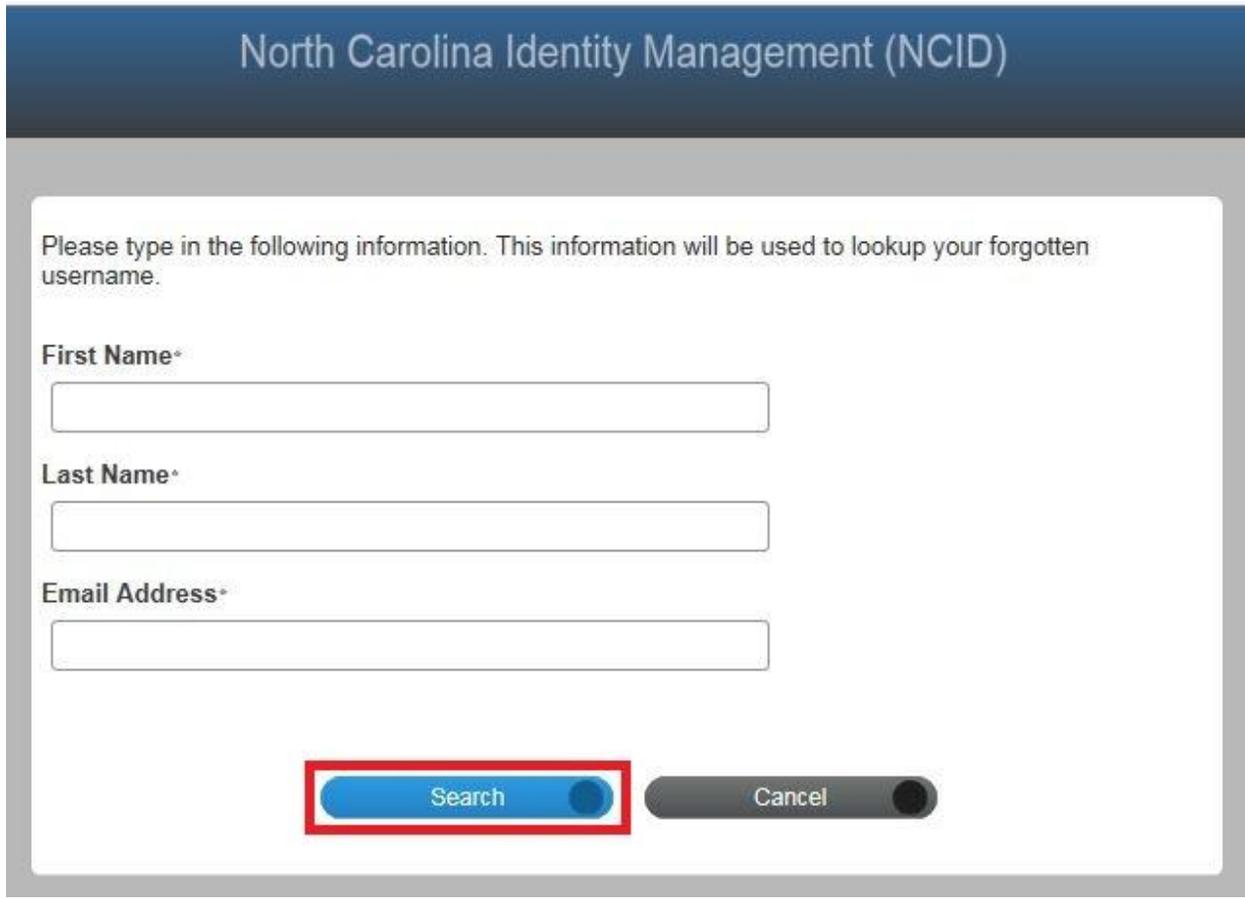
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North Carolina  
[www.nc.gov](http://www.nc.gov)

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**Step 3.** Fill out the First Name, Last Name, and Email Address associated with the NCID account.  
Click "Search".



North Carolina Identity Management (NCID)

Please type in the following information. This information will be used to lookup your forgotten username.

**First Name\***

**Last Name\***

**Email Address\***

**Step 4.** The NCID username will be displayed. Click “Continue”.

*Note: If there are multiple NCID accounts with the same email address, the system will not display NCID usernames.*

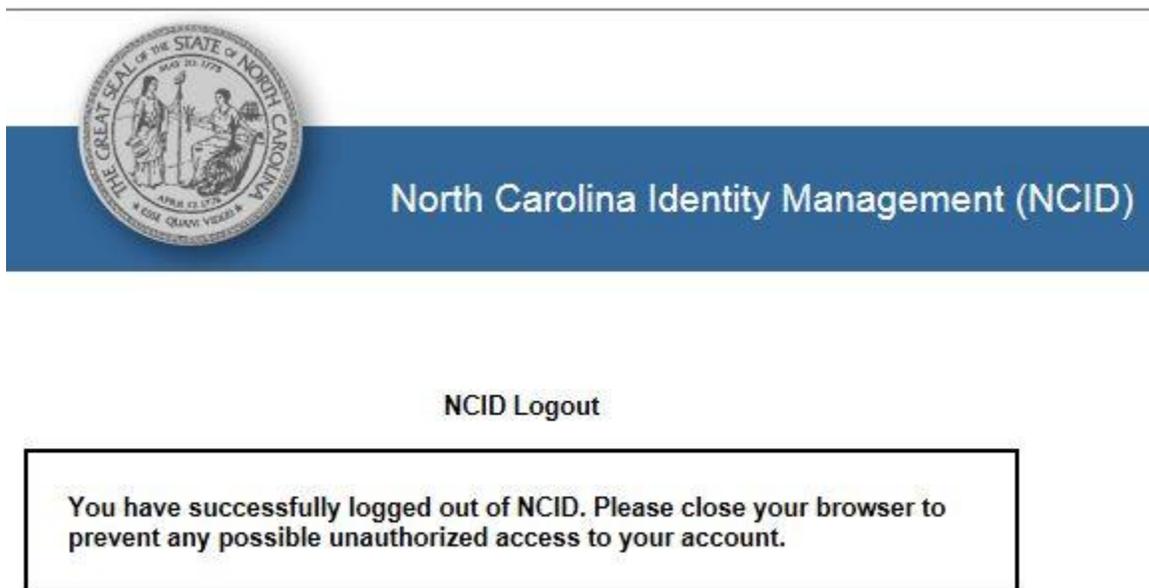


North Carolina Identity Management (NCID)

Your username is[ ] Please record your username for future use.

Continue

**Step 5.** Clicking “Continue” will log you out of the NCID account.



## Steps for Resetting NCID Password

**Step 1.** Go to the NCID website: <https://ncid.nc.gov>

**Step 2.** Click “forgot your Password/unlock Account?”



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Password:  [forgot your Password/unlock Account?](#)

[Need Help?](#)

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**Step 3.** Verify that you are not a spam robot. Click “Verify”.

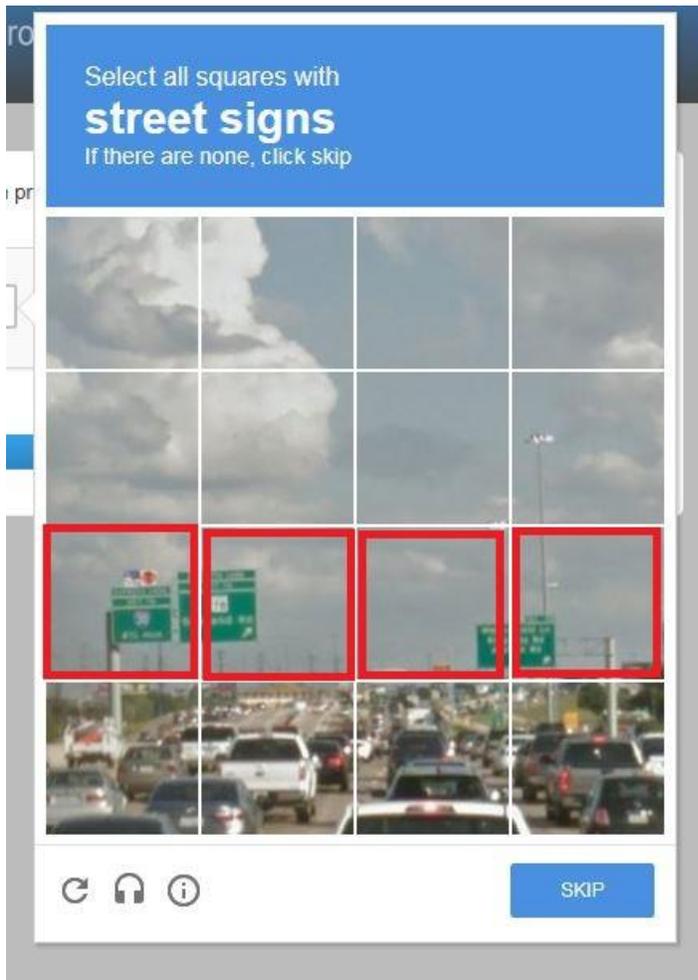
North Carolina Identity Management (NCID)

Please complete the verification process. This process helps to protect your account from abuse.

I'm not a robot

reCAPTCHA  
Privacy - Terms

**Step 4.** Go through the verification process by clicking on the appropriate tiles.



**Step 5.** Enter your NCID username and click "Search".



**Step 6.** Enter in the answers to your security questions and click “Check Answers”.

North Carolina Identity Management (NCID)

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password or unlock your account.

**What was the name of your first pet?**

**What is the name of the high school you graduated from?**

**What is your mother's maiden name?**

**What was your favorite place to visit as a child?**

**What is the name of the place your wedding reception was held?**

**Check Answers** **Cancel**

**Step 7.** Enter in your new password that follows the password requirements, and click “Change Password”.

*Note: Keep track of your new password. The NCID system will not allow you to change your password for a few hours after successfully changing your password. This will effectively lock you out of your account if you do not remember your password.*

North Carolina Identity Management (NCID)

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include part of your name or username.
- Can be changed no more often than once every 3 days.
- Must have at least 4 types of the following characters:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Symbol (!, #, \$, etc.)
  - Other language characters not listed above
- New password may not have been used previously.

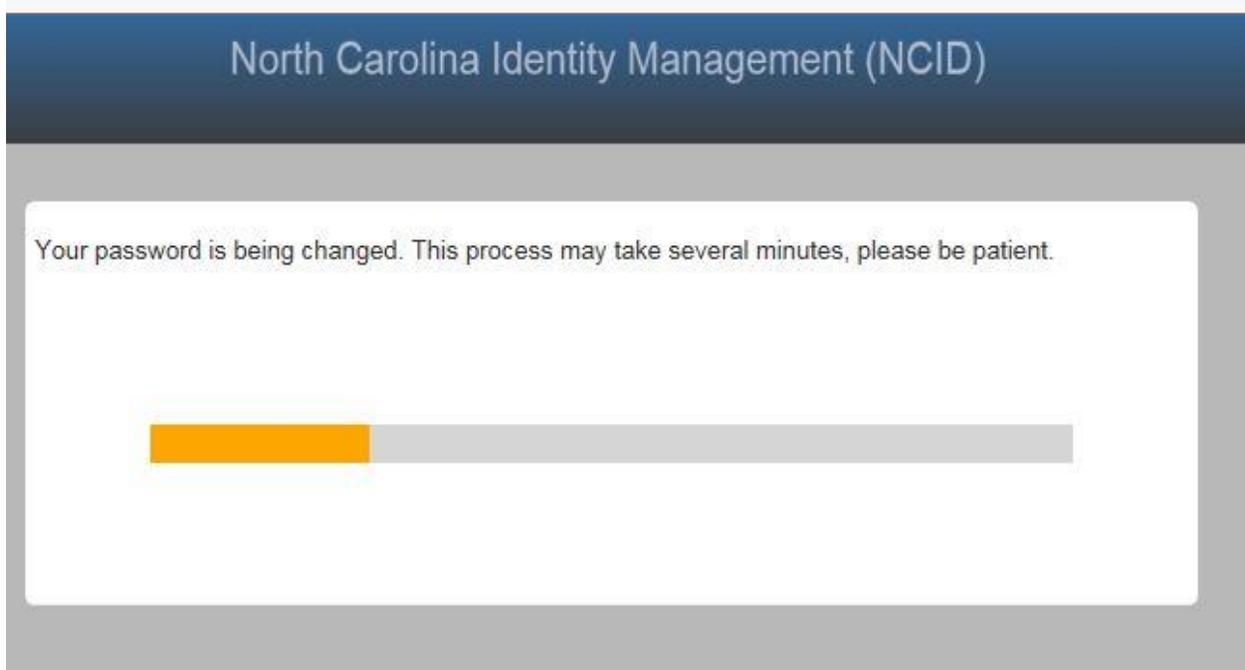
Please type your new password

**New Password**

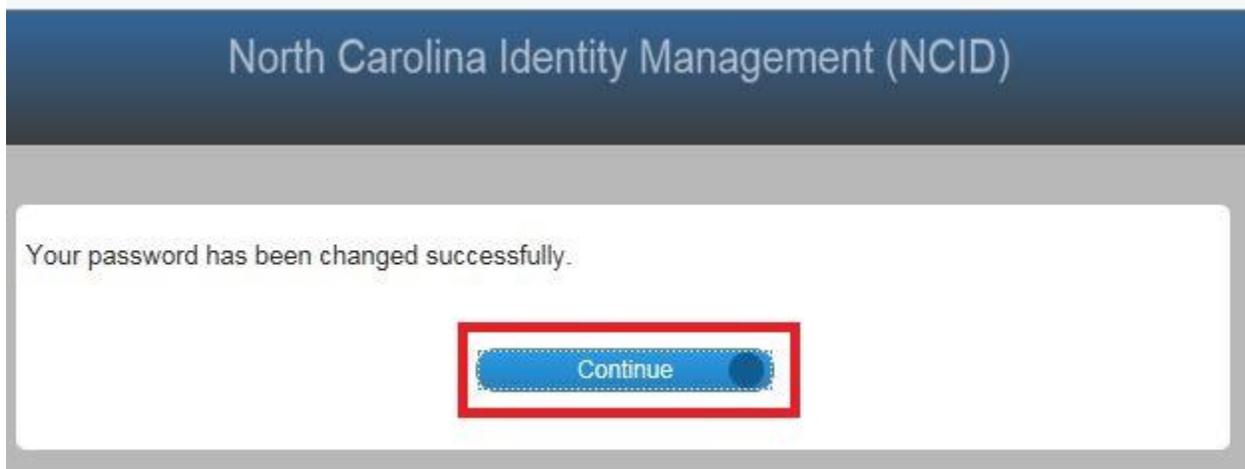
**Confirm Password**

**Change Password**

**Step 8.** A loading screen will appear as your password and account are being updated.



**Step 9.** After your account has been updated, a confirmation message that your password has been changed will appear. Click "Continue".



**Step 10.** After clicking “Continue” an automated email will be generated with the subject “NCID Change Password Notice” from [ncid.notifications@nc.gov](mailto:ncid.notifications@nc.gov).



NCID Change Password Notice <[ncid.notifications@nc.gov](mailto:ncid.notifications@nc.gov)>  
NCID Password Change Notification

To: Cantrell, Douglas

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This is an automated message sent by the NCID Password Self-Service system. Please do not reply to this message. This message is being sent to inform you that your password was changed using the Forgotten Password Self-Service system on Wed., Aug. 16, 2017 at 1:00 PM. If you did not make this change, please call your delegated administrator or contact the ITS Service Desk at 1-800-722-3946 or 919-754-6000 to report the incident. Thank you.

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**Step 11.** Go to [ncid.nc.gov](http://ncid.nc.gov) and login with your existing NCID username and new password. This is to verify that your new password works.

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If you were unable to complete any of the above steps, or need further assistance with your NCID account, contact the Product Evaluation Team at [productevaluation@ncdot.gov](mailto:productevaluation@ncdot.gov) with the NCID username.